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Contract

## **Managed Service Provider and Associated Services Procurement**

Glen Oaks Housing Association

F03: Contract award notice

Notice identifier: 2024/S 000-036357

Procurement identifier (OCID): ocds-h6vhtk-04b4ee

Published 11 November 2024, 9:44am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Glen Oaks Housing Association

3 Kilmuir Drive, Arden

Glasgow

G46 8BW

#### **Contact**

Charles Brooks

#### **Email**

[charles.brooks@3cconsultants.co.uk](mailto:charles.brooks@3cconsultants.co.uk)

#### **Telephone**

+44 1416380999

**Fax**

+44 1416385999

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.glenoaks.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13863](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13863)

**I.4) Type of the contracting authority**

Other type

Housing Association

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Managed Service Provider and Associated Services Procurement

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Glen Oaks are looking for a Managed Services Provider (MSP) to fully manage their IT, comms, cyber and telephony. Most software is hosted on site; however, the plan is to migrate most systems to the cloud within the next 18 to 24 months. Users will be requested to contact the new supplier directly managing all calls with guidance provided by the in-house team. This is a four year contract.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

#### **II.2.4) Description of the procurement**

The procurement phase of the project is scheduled to be completed by end January 2025. We would like contracts signed by early February 2025 with migration and implementation completed by end May 2025.

#### **II.2.5) Award criteria**

Quality criterion - Name: as per procurement documents / Weighting: 100

Price - Weighting: 0

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-036203](#)

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## **Section V. Award of contract**

### **Contract No**

N/a

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Glen Oaks will be holding a supplier day enabling an opportunity for suppliers to understand the tender in more detail and to ask questions. Attendance of the supplier day is not compulsory and will have no impact with any tender response.

The supplier day will take place via Microsoft Teams at 10.30 27 November 2024.

Suppliers who wish to attend are asked to request an invite through a message on PCS.

(SC Ref:782919)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Glen Oaks Housing Association Limited

Glasgow

Country

United Kingdom